

Kendra Najacque

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EDUCATION

Bachelor of Science, Information Technology – May 2028

Georgia Southern University, Savannah, GA

GPA: 4.0

Honors: HOPE Scholarship (Fall 2024 – Present), President's List (Fall 2024)

TECHNICAL SKILLS

Operating Systems: Windows Server, Ubuntu Linux, Virtualization (VMware/VirtualBox).

Web & Database: HTML5, CSS3, LAMP Stack (Linux, Apache, MySQL, PHP), Joomla CMS.

Tools: Microsoft Excel (Advanced Data Management), PowerPoint, Word, Ticketing Systems.

PROJECT EXPERIENCE

IT Infrastructure, *Georgia Southern University, Savannah, GA*, Spring 2025

- Engineered a dual-OS virtualized environment by configuring Windows Server and Ubuntu Linux to deploy a full LAMP stack; integrated Joomla CMS and MySQL while troubleshooting environment variables to ensure 100% system stability.

IT Web design, *Georgia Southern University, Savannah, GA*, Spring 2025

- Developed a responsive web platform using HTML5 and CSS3, focusing on Information Architecture and clean DOM structure to improve site navigation and cross-browser compatibility.

WORK EXPERIENCE

IT Help Desk Support (Student Worker), February 2025 - Present

Office of Inclusive Excellence, Georgia Southern University, Savannah, GA

- Resolve complex user issues for corporate onboarding platforms; identify and bypass technical barriers to ensure employee registration and system access.
- Utilize Excel to categorize and organize high-volume data files, maintaining 100% accuracy in employee records and system documentation.
- Manage high-volume support queues via email and ticketing systems, providing clear, step-by-step technical guidance to diverse user groups.

Legal Administrative Intern, January 2024 - May 2024

Law Offices of Daniele Johnson, Marietta, GA

- Collaborated on a website reorganization project to improve readability and user navigation, focusing on information architecture and accessible design.
- Entrusted with access to high-profile, private legal proceedings via Zoom and in-person court sessions, maintaining strict confidentiality and professional ethics.
- Monitored and documented legal proceedings for case preparation, demonstrating high-level analytical capabilities and attention to detail.